

# AI Services in Life Sciences 2026 — Strategic Capabilities

A research report comparing providers' AI strengths,  
challenges and competitive differentiators



Introduction	3	Contacts for this Study	12
About the Study		Advisor Involvement	
Quadrants Research	4	Advisor Involvement - Program	
Definition	5	Description	13
Quadrants by Regions	08	Advisory Team	13
Schedule	09		
Client Feedback Nominations	10	Invited Companies	14
Methodology & Team	11	About our Company & Research	16

## Introduction

AI adoption in life sciences is accelerating as organizations seek to improve research productivity, optimize development pipelines and enhance patient outcomes. Companies are increasingly leveraging AI to transform drug discovery, clinical development, pharmacovigilance and commercial operations through data-driven insights and intelligent automation. Beyond traditional AI, generative AI (GenAI) and agentic AI enable advanced scientific reasoning, knowledge discovery and workflow orchestration across research and business functions.

AI-powered platforms help analyze complex biological, genomic and real-world data to support target identification, biomarker discovery, clinical trial design and regulatory processes. Multi-modal AI models can integrate data from scientific literature, clinical records, imaging and laboratory systems, enabling faster and more informed decision-making. Emerging capabilities such as retrieval-augmented generation (RAG), scientific copilots and autonomous research agents are further enhancing innovation and operational efficiency.

Key growth areas include AI-enabled drug discovery, precision medicine, clinical trial optimization, regulatory intelligence and commercial analytics. Cloud-based AI platforms, advanced data engineering and MLOps/LLMOps practices support scalable and secure deployments. At the same time, collaborations among pharmaceutical companies, biotech firms, contract research organizations (CROs) and technology providers continue to drive innovation.

However, challenges remain, including data quality and interoperability issues, regulatory compliance requirements, model validation, explainability and cybersecurity risks. As organizations move from pilot programs to enterprise-scale adoption, strong governance, responsible AI practices and workforce readiness will be essential to realizing sustainable value from AI investments.



This study assesses service providers' strengths in **AI strategy and solution delivery** across the life sciences industry.

Simplified Illustration Source: ISG 2026

**Life Sciences AI Consulting and Transformation Services**

**Life Sciences AI Platforms, Engineering and Deployment Services**

### Scope of the report

**The ISG Provider Lens® AI Services in Life Sciences study offers the following to business and IT decision-makers:**

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments on their competitive strengths and portfolio attractiveness
- Focus on global market.

Our study serves as an important decision-making basis for positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their current vendor relationships and potential engagements.



## Life Sciences AI Consulting and Transformation Services

### Definition

This quadrant evaluates life sciences AI consulting and transformation service providers that help pharmaceutical, biotechnology, medical device and research organizations plan, prioritize and govern AI, GenAI and agentic AI adoption. These services guide organizations through a rapidly evolving landscape marked by scientific innovation, increasing R&D costs, regulatory complexity and growing data volumes. Providers in this quadrant assess high-value use cases, develop enterprise AI roadmaps, evaluate data, technology and operating model readiness, and establish responsible AI frameworks aligned with industry regulations and compliance requirements. They also have expertise in selecting and validating domain-specific AI and life sciences-tuned models to support R&D, clinical development, regulatory, manufacturing and commercial objectives.

In addition, they support change management, workforce enablement and governance initiatives to drive scalable adoption and measurable business outcomes. Overall, this quadrant highlights providers that help life sciences organizations adopt AI strategically and responsibly and at scale.

### Eligibility Criteria

1. Ability to assess **AI/GenAI/agentic AI readiness across scientific data, technology platforms, operating models and business processes**
2. Strong understanding of **life sciences-specific AI models, scientific copilots, multi-modal models and cloud ecosystems**
3. Experience in developing **AI strategies, enterprise roadmaps, value assessments and business cases** across R&D, clinical, regulatory, manufacturing and commercial functions
4. Robust responsible **AI frameworks compliant with GxP requirements, FDA, EMA, GDPR** and other relevant regulatory and data privacy standards
5. Ability to design **AI governance structures, model validation frameworks and risk mitigation processes** for AI, GenAI and agentic AI deployments
6. Demonstrated expertise spanning life sciences **domain consulting, data science, AI engineering and regulatory advisory services**
7. Experience in **data strategy, scientific data management, interoperability and AI platform modernization** initiatives
8. Strong **ecosystem partnerships** with hyperscalers, AI platform providers, life sciences technology vendors and research organizations
9. Portfolio of **change management, workforce enablement, communication** and training programs to support AI adoption and scaling across the enterprise



## Life Sciences AI Platforms, Engineering and Deployment Services

### Definition

This quadrant evaluates life sciences AI platforms, engineering and deployment service providers that design, build, deploy and scale AI, GenAI and agentic AI solutions across the life sciences value chain. These services help pharmaceutical, biotechnology, medical device and research organizations operationalize AI initiatives to accelerate scientific discovery, optimize clinical development, improve manufacturing efficiency and enhance commercial performance. Providers in this quadrant develop domain-specific AI applications, scientific copilots, multi-modal AI solutions and intelligent automation capabilities using life sciences data, platforms and workflows. They also integrate AI solutions with enterprise, laboratory, clinical and regulatory systems while ensuring scalability, security, compliance and performance. In addition, providers support model deployment, monitoring, validation and continuous optimization through MLOps and LLMOps practices.

Overall, this quadrant highlights providers that enable life sciences organizations to move beyond AI experimentation and achieve production-scale adoption with measurable business and scientific outcomes.

### Eligibility Criteria

1. Demonstrated experience developing and deploying AI, GenAI and agentic AI solutions for pharmaceutical, biotechnology, medical device or other life sciences organizations
2. Proven delivery of AI use cases across one or more functions, including drug discovery, clinical development, pharmacovigilance, regulatory affairs, manufacturing, supply chain or commercial operations
3. Ability to develop, fine-tune and deploy domain-specific AI models, scientific copilots, multi-modal AI applications and intelligent automation solutions
4. Strong capabilities in data engineering, scientific data management, model development, MLOps and LLMOps
5. Experience integrating AI solutions with laboratory, clinical, regulatory, quality, manufacturing and enterprise platforms
6. Robust AI governance, validation, monitoring and security practices aligned with GxP, FDA, EMA, GDPR and other applicable regulations
7. Demonstrated expertise in cloud-native AI development across leading hyperscaler ecosystems and AI platforms
8. Availability of reusable accelerators, frameworks, reference architectures or proprietary assets that support AI solution development and deployment
9. Proven client references and measurable outcomes from production-scale AI implementations within the life sciences industry



## ISG's Life Sciences Digital Services Framework

Key characteristics of the proprietary framework:

- Provides an overview of enterprise activities in the life sciences market and facilitates their connection to digital solutions
- Represents the entire value chain of supply and demand within the market
- Inner tiles represent themes of enterprise objectives
- Outer tiles represent initiatives
- Behind each outer tile is a specific set of capabilities, with unique market leading providers and solutions



## Quadrants by Region

As a part of this ISG Provider Lens® quadrant study, we are introducing the following two quadrants on AI in Life Sciences 2026:

Quadrant	Global
Life Sciences AI Consulting and Transformation Services	✓
Life Sciences AI Platforms, Engineering and Deployment Services	✓



The research phase falls in the period between June 2026 and July 2026, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in November 2026.

Milestones	Beginning	End
Survey Launch	June 8, 2026	
Survey Phase	June 8, 2026	July 06, 2026
Sneak Preview	September 2026	
Press Release & Publication	November 2026	

Collecting client testimonials via the Star of Excellence™ Program requires early client referrals (no official reference needed) because CX scores have a direct influence on the provider’s position in the IPL quadrant and the awards.

Please refer to the [ISG Provider Lens® 2026](#) research agenda to view and download the list of other studies conducted by ISG Provider Lens®.

**Access to Online Portal**

You can view/download the questionnaire from [here](#) using the credentials you have already created or refer to instructions provided in the invitation email to generate a new password. We look forward to your participation!

**Buyers Guide**

ISG Software Research, formerly “Ventana Research,” offers market insights by evaluating technology providers and products through its Buyers Guides. The findings are drawn from the research-based analysis of product and customer experience categories, ranking and rating software providers and products to help facilitate informed decision-making and selection processes for technology.

In the course of the AI Services in Life Sciences 2026 — Strategic Capabilities IPL launch, we want to take advantage of the opportunity to draw your attention to related research and insights that ISG Research will publish in 2026. For more information, refer to the [Buyers Guide research schedule](#).

**Research Production Disclaimer:**

ISG collects data for the purposes of conducting research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing the work identified by clients. This data is collected as part of the ISG FutureSource™ process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not produce ISG Provider Lens® reports. These decisions will be made based on the level and completeness of the information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.



### ISG Star of Excellence® — Call for nominations

The Star of Excellence® is an independent recognition of excellent service delivery based on the Voice of the Customer concept. ISG has designed the Star of Excellence® program to collect client feedback about service providers' success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG Analysts are continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in its practitioner-led consulting approach.

Providers are invited to [nominate](#) their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

Our vision for the Star of Excellence® is to become acknowledged as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure your selected clients complete the feedback for your nominated engagement, please use the "Nominate (for Providers)" section on the Star of Excellence® [website](#).

We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply.

Here is the email address:  
[star@cx.isg-one.com](mailto:star@cx.isg-one.com)



**ISG Star of Excellence**



The ISG Provider Lens® 2026 – AI Services in Life Sciences 2026 — Strategic Capabilities study analyzes the relevant software vendors/ service providers in the Europe market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

**Study Sponsor:**

Iain Fisher

**Lead Authors:**

Rohan Sinha and Sneha Jayanth

**Research Analyst:**

Akshay S Hiremath

**Data Analyst:**

Sachitha Kamath

**Project Manager:**

Harshita Bhatt

Information Services Group Inc. is solely responsible for the content of this report. Unless otherwise cited, all content, including illustrations, research, conclusions, assertions and positions contained in this report were developed by, and are the sole property of, Information Services Group Inc.

The research and analysis presented in this report includes research from the ISG Provider Lens® program, ongoing ISG Research programs, interviews with ISG advisors, briefings with service providers and analysis of publicly available market information from multiple sources. The data collected for this report represent information that ISG believes to be current as of May 2026 for providers that actively participated and for providers that did not. ISG recognizes that many mergers and acquisitions may have occurred since then, but this report does not reflect these changes.

All revenue references are in U.S. dollars (\$US) unless noted otherwise.



## Contacts For This Study

### Study Sponsor



Iain  
Fisher

**Study Sponsor**



Rohan  
Sinha

**Senior Manager and  
Principal Analyst -  
Global**



Sneha  
Jayanth

**Lead Analyst - Global**



Akshay S  
Hiremath

**Senior Research  
Analyst**



Sachitha  
Kamath

**Senior Data Analyst**



Harshita  
Bhatt

**Senior Project  
Manager**



### ISG Provider Lens® Involvement Program

ISG Provider Lens® offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context.

In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three consultant advisors participate as part of each study's quality and consistency review process. The consultant advisors ensure each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct. ISG advisors participate in each study as part of the consultant advisors' group and contribute at different levels depending on their availability and expertise.

The consultant advisors:

- Help define and validate quadrants and questionnaires,
- Advise on service provider inclusion, participate in briefing calls,
- Give their perspectives on service provider ratings and review report drafts.

## ISG Advisors for this study



Jenn  
Stein

**Partner & Co-Leader, ISG  
Manufacturing & Health  
Sciences**



Michael  
Fullwood

**Partner**



Randy  
Tucker

**Partner**



## Invited Companies

**If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.**

\* Rated in previous iteration

4C Pharma Solutions  
Accenture  
ACL Digital  
Agilisium  
All for One Group  
Altimetrik  
Apexon  
Arriello  
Asphalion  
Atos  
Beyondsoft  
Birlasoft  
Brillio  
Capgemini  
CitiusTech

Coforge  
Cognizant  
Conduent  
CTI  
Deloitte  
Deloitte  
DXC Technology  
Emids  
EMIS Health  
EPAM  
EY  
Fujitsu  
Genpact  
HCLTech  
Hexaware

Hitachi Digital Services  
HTC Global  
Indegene  
Infinite Computer Solutions  
Infogain  
Infosys  
Innova Solutions  
KPMG  
Kyndryl  
LTMindtree  
LTTS  
Marlabs  
Navitas Lifesciences  
NexusTek  
NNIT

NTT Data  
Orion Innovation  
Persistent Systems  
PwC  
Quantiphi  
Rackspace  
Softserve  
Softtek  
Sopra Steria  
Stefanini  
Sutherland  
Tata Elxsi  
TCS  
Tech Mahindra  
T-Systems





Invited Companies

UST

Virtusa

Wipro

WNS

Zensar Technologies



### Provider Lens®

The ISG Provider Lens® Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners. ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens® research, please visit this [webpage](#).

### Research™

ISG Research™ provides subscription research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG Research™ delivers guidance that helps businesses accelerate growth and create more value.

ISG offers research specifically about providers to state and local governments (including counties and cities) and higher education institutions. Visit: [Public Sector](#).

For more information about ISG Research™ subscriptions, please email [contact@isg-one.com](mailto:contact@isg-one.com), call +1.203.454.3900, or visit [research.isg-one.com](http://research.isg-one.com).

### 

ISG (Information Services Group) (Nasdaq: III) is a leading global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services sourcing that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth.

The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.

For more information, visit [isg-one.com](http://isg-one.com).





**JUNE, 2026**

---

**REPORT: AI SERVICES IN LIFE SCIENCES 2026 — STRATEGIC CAPABILITIES**